



S920

Quick Reference Guide



TERMINAL OVERVIEW

- Press and hold the red **X** button  to turn the terminal on or off.
- Press the **green O** (OK) key to confirm.
- Press the **yellow <** (correction) key to go back.
- Press the **red X** key to cancel a function.

The terminal has two menus:

- Administration (press the **O** (OK) and **1** keys at the same time)
- Transaction (press the **Func** button)

When in a menu, you can touch the desired function on the screen or press the corresponding number on the keypad. You can use the arrows on the screen to navigate through the available functions

CREDIT / DEBIT SALE NO TIP

1. Using the number keys, enter the sale amount and press the green **O** (OK) key.
2. Hand the terminal to the customer.
3. Customer inserts / swipes / taps their card, selects account type (debit only) and enters their PIN.
4. Terminal validates the transaction, prints the merchant copy and asks to print customer copy.

CREDIT / DEBIT SALE WITH TIP

1. Using the number keys, enter the sale amount and press the green **O** (OK) key.
2. Hand the terminal to the customer.
3. Customer selects **%** or **\$**, selects / enters tip amount, and confirms total.
4. Customer inserts / swipes / taps their card, selects account type (debit only) and enters their PIN.
5. Terminal validates the transaction, prints the merchant copy and asks to print customer copy.

DEBIT SALE WITH CASHBACK

1. Using the number keys, enter the sale amount and press the green **O** (OK) key.
2. Hand the terminal to the customer.
3. Customer inserts / swipes / taps their card.
4. Customer selects preconfigured cashback amount and confirms total.
5. Customer selects account type and enters their PIN.
6. Terminal validates the transaction, prints the merchant copy and asks to print customer copy.

CREDIT / DEBIT REFUND

1. Press the **Func** button and then **5**.
2. Enter the Merchant password and press the green **O** (OK) key.
3. Enter the **Invoice #** of the transaction to refund and press **OK**.
4. Enter the amount to refund and press **OK**.
5. Hand the terminal to the customer.
6. Customer inserts / swipes / taps their card, selects account type

(debit only) and enters their PIN.

7. Terminal validates the transaction, prints the merchant copy and asks to print customer copy

CREDIT PRE-AUTHORIZATION

1. Press the **Func** button and then **2**.
2. Enter the pre-authorization amount and press the green **O** (OK) key.
3. Hand the terminal to the customer.
4. Customer inserts / swipes / taps their card and enters their PIN.
5. Terminal validates the transaction, prints the merchant copy and asks to print customer copy.

CREDIT PRE-AUTHORIZATION COMPLETION

1. Press the **Func** button and then **3**.
2. Enter the pre-authorization **Invoice #** and press the green **O** (OK) key.
3. Enter the final sale amount and press **OK**.
4. Terminal validates the transaction, prints the merchant copy and asks to print customer copy.

FORCED CREDIT CARD TRANSACTION

1. Press the **Func** button and then **4**.
2. Enter the Merchant password and press the green **O** (OK) key.
3. Enter the **Authorisation #** received and press **OK**.
4. Enter the sale amount and press **OK**.
5. Hand the terminal to the customer.
6. Customer inserts / swipes / taps their card and enters their PIN.
7. Terminal completes the transaction, prints the merchant copy and asks to print customer copy.

CREDIT OR DEBIT CARD VOID

NOTE: Void is only for sales in the current batch (not settled)

To void the **most recent** transaction:

1. Press the **Func** button and then **6**.
2. Enter the Merchant password and press the green **O** (OK) key.
3. Press **Yes** or the OK button.
4. Terminal voids the transaction, prints the merchant copy and asks to print customer copy.



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To void a previous transaction:

1. Press the **Func** button and then **6**.
2. Enter the Merchant password and press **OK**.
3. Press **Other**.
4. Enter the **Invoice #** of the transaction to void and press **OK**.
5. Terminal voids the transaction, prints the merchant copy and asks to print customer copy.

REPRINT RECEIPT

To reprint the most recent transaction:

1. Press the **Func** button and then **7**.
2. Press **Yes** or the green **O** (OK) key.
3. Terminal reprints the merchant copy and asks to reprint customer copy.

To reprint a previous transaction:

1. Press the **Func** button and then **7**.
2. Press **Other**.
3. Enter the **Invoice #** of the transaction to reprint and press **OK**.
4. Terminal reprints the merchant copy and asks to reprint customer copy.

SETTLEMENT

1. Access the Admin menu by pressing the green **O** (OK) key and **1** at the same time and then press **1**.
2. Enter the Merchant password and press **OK**.
3. Confirm the totally quantity of sales and press **OK**.
4. Confirm the quantity of and total for refunds and press **OK**.
5. Confirm the net total settlement and press **OK**.
6. Terminal asks to print the detailed report; press the **Down** arrow to print or the **Up** arrow to skip.
7. Terminal asks to print the summary report; press the **Down** arrow to print or the **Up** arrow to skip.
8. Confirm the batch settlement by pressing the **Down** arrow or **OK**.

CHANGING THE LANGUAGE

1. Access the Admin menu by pressing the green **O** (OK) key and **1** at the same time and then press **3**.
2. Press **1** for Options.
3. Enter the Admin password and press **OK**.
4. Press the arrow corresponding to the desired language:
 - **Up** for English
 - **Down** for French
5. Press the red **X** to return to the main screen.

CONFIGURE WI-FI

The terminal requires network access to communicate with the payment server and process transactions. This section explains how to turn wi-fi on and connect to your network.

To connect to your WI-FI network:

1. Access the Admin menu by pressing the green (OK) key and **1** at the same time.
2. Press **3** and then press **3** again.
3. Enter the Admin password and press the green (OK) key.
4. Press the green (OK) key twice to skip the terminal date and time pages to access the MAIN COMM MODE page.
5. Touch **Wi-Fi** or press **2** on the keypad.
6. Press the red **X** (Cancel) to return to the main screen.
7. On the terminal's main screen, access the Admin menu by pressing the green (OK) key and **1** at the same time.
8. Press **6** and then press **3**. The terminal scans for available access points.
9. Select the desired access point.
10. Enter the access point password. The terminal will take a moment to connect.
11. When the terminal successfully connects to the access point, the WI-Fi icon on the top left of the display in blue.

If the Wi-Fi icon is gray/dimmed, the terminal did not connect to the access point; repeat steps 7 to 10.

ECR MODE

Access ECR mode by pressing the green **O** (OK) key and **5** at the same time.

TRAINING MODE

NOTES :

- You can't access training mode if the batch is open (must perform a settlement).
- The screen and receipts indicate that the terminal is in training mode.
- Transactions are not recorded in training mode.
- Make sure to leave training mode before processing transactions.

To access Training Mode:

1. Access the Admin menu by pressing the green **O** (OK) key and **1** at the same time and then press **8**.
2. Enter the Merchant password and press **OK**.
3. Press the **Up** arrow to enable Training Mode.
4. Press the red **X** to return to the main screen.

To leave Training Mode:

1. Access the Admin menu by pressing OK and **1** at the same time and then press **8**.
2. Enter the Merchant password and press **OK**.
3. Press the **Down** arrow to leave Training Mode.
4. Press the red **X** to return to the main screen.



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